



COMMUNITY RELATIONS MANAGER

Purpose:

To actively support and uphold the City's stated mission and values. Directs and oversees the following divisions: Communication and Media Relations, Government Relations, Neighborhood Services, and Mayor and City Council staff. Serves as managerial liaison with the Tempe Community Council (TCC) and provides highly responsible and complex administrative support to the City Manager

Supervision Received and Exercised:

Receives direction from the City Manager.

Exercises supervision over professional, technical and administrative staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Direct and oversee the City's Communication and Media Relations Division; Government Relations Division; Neighborhood Services Division; and Mayor & City Council staff; also, participate in all facets of community and public relations including and not limited to citizens; neighborhood and special interest groups; employee groups; other state, local, and federal governmental agencies; and media relations.
- Develop, plan, and implement Departmental goals and objectives with Division Directors; recommend and administer policies and procedures; assist Division Directors in establishing division goals and objectives.
- Direct, oversee and participate in the development of the Department's work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.

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- Select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Provide administrative support and technical advice to the senior management staff and Mayor/City Council; assist with special projects as assigned; prepare complex and sensitive reports; represent the City and respond to and resolve difficult and sensitive media and citizen inquiries and complaints.
- Participate on a variety of boards and commissions; attend and participate in professional groups and committees.
- Prepare the departmental budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment materials, and supplies; administer the approved budget.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Seven years of increasingly responsible public relations, government relations, program administration, and public policy and research experience including two years of supervisory and program development responsibilities.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public administration, political science, public relations, business administration, or a related field. A Master's Degree in public administration, public relations, or communication is highly desirable.

This position is unclassified and pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 104, the employee or the City can terminate the employment relationship at any time, for any or no reason, with or without cause or notice.

Job Code: 0730

FLSA: Exempt